

Arizona Department of Health Services Office for Children with Special Health Care Needs Children's Rehabilitative Services Administration	Effective Date: 03/01/2007
SUBJECT: Medical and Utilization Management	SECTION: MM/UM 1.2

SUBTITLE: CRS Regional Contractors' Encounters Review
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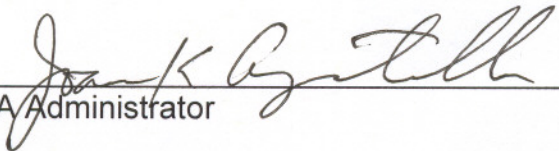

POLICY:

It is the policy of Children's Rehabilitative Services Administration (CRSA) to review Children's Rehabilitative Services (CRS) Regional Contractors' adjudicated encounters for appropriateness of service and potential quality of care issues.

PROCEDURE:

- 1) Review:
 - a) Monthly adjudicated encounters reviewed include:
 - i) Inpatient services (10% sample);
 - ii) Ambulatory surgery (15% sample); and
 - iii) Urgent services (100%).
 - b) Quarterly adjudicated encounters reviewed include:
 - i) Readmissions within 30 days (100%)
 - ii) Deaths, failures, and arrests (100%) by Quality Management staff.
- 2) The adjudicated encounters are pulled from the CRS Member and Encounter System. The encounter data includes the member name, beginning and ending dates of service, facility, ICD-9 code, procedure code, discharge date (if applicable), revenue codes, and the claim numbers.
- 3) Areas of review identify whether:
 - a) The condition is a CRS eligible condition;
 - b) Procedures were related to the CRS condition;
 - c) The setting was appropriate; and
 - d) The services were appropriate.
- 4) Medical records are requested by MM/UM staff for questionable diagnoses, procedures, or treatments. Medical records for all deaths are requested by Quality Management staff.
- 5) Potential quality of care concerns are forwarded to the quality management staff and/or CRSA Medical Director for review.

- 6) Monthly status reports on adjudicated encounters are analyzed for trends and presented to the MM/UM Committee for follow-up discussion and recommendation as needed.

Approved:	Date:
 _____ CRSA Administrator	<u>2/23/07</u>
 _____ CRSA Medical Director	<u>2/22/07</u>
The Primary Position of Responsibility for this policy is the Office for Children With Special Health Care Needs. Users are encouraged to suggest improvements regarding this policy and procedure.	